

Health UP NORTH

Edition 193



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A family affair



Queensland
Government



FROM THE CHIEF EXECUTIVE

October has been yet another busy and productive month for many of us at the Health Service. I recently had the privilege to visit some of our regional facilities to deliver the overall CHHS results for the 2017 Working for Queensland Employee Opinion Survey. It is not often I am able to visit the regional facilities, and was great to meet many of you and listen to your feedback about your work environment. The survey is the most accessible tool we have for getting an organisation-wide snapshot of our employee's experience of the workplace, so again I would like to thank those of you who took the time to participate. This is my commitment to you that myself and the Executive have heard you, and we are now looking to work towards prioritising how we can continue to make this a better place to work.

I was proud to recently launch the Your Voice Our Future project, which will shape our future direction of our Health Service from 2018-2022. We've been recruiting staff ambassadors to assist us in this important work, and we encourage all staff to participate in the Your Voice Our Future survey.

I would also like to take this opportunity to congratulate Executive Director Medical Services Dr Nicki Murdoch who was recently recognised with a Telstra Business Women's Award for Telstra Queensland Public Sector and Academia Award. Nicki is a passionate advocate for quality healthcare, both as a practitioner and in terms of management and governance styles, and it is great to have her on board our Executive team. Congratulations Nicki, well deserved.

Lastly, I am looking forward to Recognition Week to formally acknowledge and celebrate the outstanding contribution of our staff members and teams. Recognition Week will be held at the end of the month commencing 20 November. I would also like to take this time to encourage departments and facilities to do something special to recognise and reward the fine work of staff across our Health Service during that week. I am often in awe of the dedication, innovation and achievements of our teams and it is important those contributions are recognised.

As always, I would like to acknowledge everyone from across the Health Service for their continued hard work in providing exceptional care to the communities we serve.

Many thanks,
Clare Douglas.

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SUBMIT YOUR STORIES

Please submit any news or articles to chhs-comms@health.qld.gov.au.

Your Voice Our Future

Developing a shared vision for 2018-2022

Every Hospital and Health Service has a strategic plan. It's the document that we use to set the priorities and key initiatives that will help us enhance our care, stay relevant and deliver for our community.

What is Your Voice, Our Future?

We're at the start of an important few months, as we work together to agree what we're doing well, where we see opportunities to improve how we provide services and what motivates us to be part of CHHS. The Strategic Plan will set out the organisational priorities and key initiatives.

Why now?

We've already come a long way in the last 12 months with a new Board in place, new Executive portfolios defined, our new shared Values project and a draft Clinical Services Plan for consultation.

What are we going to do?

Over the next six months, we will be inviting staff to participate in a range of events and activities. There will be lots of ways to participate, so keep an eye out for invitations to complete surveys, participate in forums, and give feedback as we develop our strategic direction.

Staff Ambassadors will share updates with colleagues on how the project is progressing, seek out the views of their colleagues and gather feedback and help us reflect on feedback from across the health service to build a shared picture of our future direction.

The Board and Executive are looking forward to you sharing your thoughts so that we can seek to set a direction for our next five years.



Rhonda Gilbo (Senior Health Worker, Community Health Mareeba)



Midwifery team Mareeba -Narelle Crane, Renae Lambert, Sandy Cochrane, Michelle Bombardieri

Paediatrics a family affair

It is not unusual to see the Paediatric Unit at the Cairns Hospital filled with families, but you might not know there are more than those visiting young patients.

There are several family pairings on the staff – a husband and wife, two sisters, and a mother and daughter.

Melanie Carnes has been working as a clinical nurse in the Paediatric Ward since 2013 and is now a team leader.

After previously being a hairdresser, childcare worker and business owner among other occupations, Melanie felt a calling to health care.

“I was at uni doing a dual degree in forensic science and archaeology and I got very sick and ended up in ED,” she said.

A bad experience inspired Melanie to retrain as a nurse, so she could be a good advocate for patients.

“I absolutely love my job, I get to have a joke and a laugh with the kids and make it fun because it can be quite scary for them.”

Earlier this year, her daughter Courtney Carnes joined the Paediatric Clinic as an Assistant in Nursing and she helps make up beds on the ward.

The 20-year-old is hoping to be a more regular fixture at the Cairns Hospital once she has completed her Bachelor of Nursing Science degree.

“I wanted to help people and I saw my mum doing it and she always came home happy so I thought it would be a good place to work,” Courtney said.

Courtney said while her mum treated her like any other staff member, it had brought them closer together.

“She’s taught me a lot. She’ll sit down and explain things to me and is very patient with me.”

Melanie said she loved working with her daughter and enjoyed dressing up in character to bring cheer to the children receiving treatment.

“She’s a good worker. I can ask her to do anything and she’ll do it.”





Midge as a 21 year old nurse

Cardiac Legend Retires

It's almost half a century since Midge Balodis began her nursing career at the Innisfail Hospital as a 16-year-old.

On her 65th birthday, surrounded by her adoring colleagues and family, she wrapped up her stellar career with the Cairns and Hinterland Hospital and Health Service.



Midge has been the Nurse Unit Manager for the Cardiac Services Department for the past 30 years, seeing it grow from a staff of 12, to more than 10 times that number.

After her stint at the Innisfail Hospital, she worked at hospitals in Mackay and Townsville, eventually returning to the far north in 1985.

Midge's replacement, Mandi Pashley said she had big shoes to fill.

"People have always warmed to Midge's personality, straight talking but compassionate and sensible," she said.

Midge has been instrumental in the growth of cardiac services in the region, which now include a 12 bed Cardiac Care Unit, 12 bed Cardiac Ward, Cardiac Investigations Unit, 24/7 Cardiac Catheter Laboratory, Heart Failure and Cardiac Rehabilitation Service and Cardiac Clinics.

Extremely knowledgeable, Midge published a history of the Cairns Hospital in 2000, 'Drill till you get blood,' and mentored many doctors during her long career.

She said she had fond memories of her time with the Cardiac Services Department.

"I've left behind an amazing culture and if they keep it going, it will be incredibly successful," she said.

Despite retiring a week earlier, Midge recently played a key role at the Cardiac Symposium at the Cairns Convention Centre as MC.

After she gets over the moving and unpacking, Midge is looking forward to retiring to a 70 acre cattle property outside Malanda with her husband Ron.

But don't be surprised to still see her around the Health Service. Midge said she will still be doing some forensic nursing on a casual basis and has also offered to help the Atherton Hospital with patient transfers.



Early Days



Midge surrounded by her family at her farewell



Wards Turn Pink for Breast Cancer Awareness Month

1st Prize: Neurology and Dermatology Clinic

BreastScreen recently invited all hospital departments to 'Paint the Wards Pink', in recognition of Breast Cancer Awareness Month. There was a wonderful response with some incredibly passionate and enthusiastic staff taking part in the decorating competition and hosting morning teas. BreastScreen is proud to announce the following winners and thank everyone for their wonderful efforts:

- 1st place: Neurology and Dermatology Clinic, awarded a \$300 gift card from Elite Performance Wear.
- 2nd place: Accounts Receivable and Travel, awarded a \$200 gift card from Piccones Super IGA (Manoora and Edmonton)
- 3rd prize: Library and Knowledge Centre, awarded a \$100 gift card Bunnings (Portsmouth)
- 4th prize: Women's Health Unit, awarded a hamper from BDO

We would like to acknowledge and thank our generous sponsors.



4th Prize: Womens Health Unit



2nd Prize: Account Receivables & Travel



3rd Prize: Library and Knowledge Centre



CHHHS Board and Executive members tour the Emergency Department



Mossman DON Peter LeGriffin welcomes the CHHHS Board and Executive

Mossman Emergency Department to receive a facelift

The CHHHS Board convened in Mossman for the first time on 1 November. During a tour of the Mossman Multi-Purpose Health Service, they announced the design process would soon begin for a new Emergency Department at the facility.

The upgrade will include a complete re-design, refurbishment and remodelling to improve the way patients transition through the Emergency Department, security, storage and service delivery.

Chief Executive Clare Douglas said “We have engaged specialist consultants to manage the heritage and cultural aspects of this project, given the

building’s historical status.”

“Detailed designs are due in early 2018, with construction due to commence mid-year and an expected completion date in mid-2019,” she said.

The Board met with stakeholders at the Douglas Shire Council Chambers following their monthly meeting. The Douglas Mayor, Julia Leu welcomed the Board and executives and stressed the importance of keeping the lines of communication open between the CHHHS and the Council with respect to local decision-making.

Deputy Chair, Luckbir Singh said the Board had already held meetings in Mareeba and Innisfail and will continue holding meetings in rural facilities to ensure Board members were able to see and hear about the care being provided across the HHS.

“We want to be a Board with an eye to the future and part of that is getting out and meeting with people, meeting with the communities that we serve, and seeing first-hand the health challenges and needs of our population,” Mr Singh said.



Lighthouse Hospital Project - Tania Davis

An experience in Tania Davis' childhood led her down a career path that is now making a big difference in the lives of Indigenous cardiac patients and their families.

Tania has had an 18-year career with Queensland Health and for the past three years, she has been working as an Advanced Aboriginal Health Worker in Cardiac Services in Cairns.

She still remembers how scared she felt coming into the hospital as a girl when her nanna was a cardiac patient.

"I'm here to support 1) the patient and 2) the family so their stay in hospital would be a lot smoother than when I used to come in and see my nanna hooked up to the drips and not knowing what's going on," she said.

Tania now shares the insights she has gained working in Cardiac Services with her patients and their families.

She helps them to understand the treatment process and follows up with patients after they leave the ward, often through Telehealth consultations.

Tania said it is very satisfying to

see people taking back control of their lives.

"To see our patients progress through their disease and not re-present as much, that's what makes my job enjoyable," she said.

Taking that extra time has resulted in a significant drop in the number of patients discharging themselves against medical advice, now only one or two a month.

Cardiologist, Doctor Greg Starmer said Tania's role was invaluable.

"It makes a big difference. The relationship is extremely important for Indigenous patients," he said.

Tania was one of 15 participants from within and outside the CHHS to recently attend a two-day Quality Improvement Workshop at the Cairns Hospital, provided through the Lighthouse Hospital Project.

The project, sponsored by the Heart Foundation and the Australian Healthcare and Hospitals Association aims to improve the care and experience of Aboriginal and Torres Strait Islander patients with acute coronary syndrome.





New playground at Mareeba Hospital lifts spirits

Izzy Price enjoying the new playground

A new playground at the Mareeba Hospital is making the stay for young patients a little easier to bear.

The Mareeba Friends of the Foundation, a branch of the Far North Queensland Hospital Foundation, was behind the \$140,000 project.

It was made possible through grant from the Mareeba and Dimbulah Bendigo Community Bank, Mareeba Rotary and the Mareeba and District Fruit and Vegetable Growers, in kind donations from local businesses and the entire community.

“The Mareeba Friends have worked on this project for more than four years and we are continuing to raise funds to provide additional equipment which improves services for patients and staff at the Mareeba Hospital,” said Mareeba Friends of the Foundation chair Ida Portella.

Cairns and Hinterland Hospital and Health Service Board Chairman, Clive Skarott AM said that he was proud to see new facilities added to help improve the experience of the hospital’s patients, both young and old.

“The new playground will provide an appropriate place for children who are either visiting the Mareeba Hospital or who are inpatients to enjoy playing in its colourful and inviting surrounds.”

Mareeba Hospital facility manager and director of nursing and midwifery Vickye Coffey said she wanted to thank all who contributed to the development and construction.

“This wonderful playground will benefit the inpatient children and families of the Mareeba community. It is a wonderful example of what a community can do to achieve excellent results,” Ms Coffey said.

The playground has transformed a run-down under-utilised area of the Mareeba Hospital and has become one of the facility’s best features.



Nina Akselsen Grant Member of the the Mareeba Friends of the Hospital Foundation with Max McLennan



Bayley's Bell

a hit with young patients

When 9-year-old Bayley McKinnon from Malanda had his final chemotherapy session for Leukaemia at the Lady Cilento Children's Hospital in Brisbane earlier this year, he was able to triumphantly ring a bell, marking the end of his three years of treatment.

Bayley's family have donated a similar bell to the Cairns Children's Oncology Clinic so young patients completing their cancer treatment in the Cairns Hospital can also make the symbolic gesture.

The inscription on the bell reads:

Ringling Out:

Ring this Bell Three Times Well,

Its Toll To Clearly Say,

'My Treatment's Done,

This Course Is Run

And Now I'm On My Way.'

Bayley's Bell was unveiled at a special ceremony in the Paediatric Playground in Cairns, with young patients invited to test it out and sign their names on an honor board.

Denise Petersen, Regional Case Manager at the Children's Oncology Clinic said the Cairns Hospital was proud to accept Bayley's Bell and keep its meaning alive.

"Children and their families need to celebrate the end of this very difficult journey which often started with a cancer diagnosis 2-3 years before," she said

"It helps them to move on to the next chapter of their life and enjoy every moment."

Bayley's father, Jamie McKinnon said the bell recognised the enormous courage involved in conquering cancer.

"Having a Ringing Out Bell in Cairns will allow many more Far North Queensland families like us, to share this important milestone with their child, following treatment," he said.

"While Bayley had nine months of treatment in Brisbane, the nurses at the Cairns Children's Oncology Clinic have been on this journey with us since his diagnosis in April 2014 so it's wonderful for them to be able to share this special moment with their patients and families," said Teresa McKinnon, Bayley's mother.



Janice Loughton (Clinical Nurse) changing a dressing on AWMS patient, Raymond Sigley.

Wound clinic addresses ED pressure at Atherton

A specialised wound management service at the Atherton Hospital is helping to reduce presentations to the Emergency Department by up to 80 a month.

The Atherton Wound Management Service was established at Community Health in the Primary Health Care building at the Atherton Hospital in early 2016 to allow the Emergency Department to focus on acute and emergency presentations.

With the help of a specialised, adjustable electronic chair donated by the Atherton Hospital Auxiliary, patients who are frail are able to receive wound care more comfortably in this dedicated facility.

“Since it was established, the Atherton Wound Management Service has improved healing times for patients by taking a multidisciplinary approach to care and looking at the whole picture including diet, mobility, medications and past medical history, not just the wound itself,” said Kelly Pollock, the Nurse Unit Manager for Community Health at Atherton.

“We are grateful for the support from the Atherton Hospital Auxiliary, which has also recently donated new Ankle Brachial Pressure Index Cuffs, a diagnostic tool that will give clinical



from left to right – Janice Loughton (Clinical Nurse), Louise de Marzi (Hospital Auxiliary, President), Dale Roger-Jones (Hospital Auxiliary member), Kelly Pollock (Nurse Unit Manager, Community Health), Jane Sneath (Clinical Nurse) and Diana Stewart (Clinical Nurse)

staff greater flexibility to treat larger patients,” she said.

The Living Bone Donor Program

helps others at Cairns Hospital

Patients undergoing elective total hip replacements can improve the quality of life of others through the Queensland Bone Bank’s Living Donor Program.

The femoral head, resected at the time of surgery and which would otherwise be discarded, can be donated to the Queensland Bone Bank for transplantation into people in need.

Tissue donation helps improve the quality of life of many recipients from all walks of life. For example, the transplanted bone may be used to rebuild joints, reduce pain and restore mobility for other orthopaedic patients.

Here’s how it works:

- The patient is referred as a potential donor from Pre-Admission clinic.
- From there, the Queensland Bone Bank takes care of the comprehensive patient evaluation and blood testing prior to the patient’s total hip replacement. There is absolutely no cost to the patient and it does not affect their surgery in any way.
- The donated tissue is produced into a transplantable bone allograft in dedicated clean room facilities at the Queensland Bone Bank. To ensure safety and efficacy, the donor undergoes stringent screening similar to that of a blood donor.

For more information go to our QHEPS page



Queensland Bone and Skin Bank tissue manufacturing area



Heroes Need Heroes

Cairns Hospital ICU team member Trent Ramsay has been busy with his involvement with Heroes Need Heroes, a charity which aims to serve the needs of International Ambulance and Rescue Personnel in South East Asia and other neighboring countries. With a team of dedicated volunteer Australian rescue personnel, HNH aims to redistribute decommissioned ambulance and rescue equipment from Australian Ambulance, Fire and Rescue services and suppliers, and provide this equipment along with rescue training and advice to services that require additional and updated rescue equipment.

HNH recently donated over \$250,000 worth of equipment as well as training to Ambulances in Fiji in a multi-organisation effort. Local Fijian organisations involved included The National

Fire Authority; Ministry for Health Ambulance; Nurses; Doctors, Volunteer First Responders, Volunteer Emergency Response Team, and St John Ambulance Fiji.

Trent said the program was welcomed by the Australian High Commission and the Fiji Minister for Health.

“Heroes Need Heroes aims for Fijian first responders to have basic level of training for ambulance staff; basic equipment including AED’s; airway and breathing adjuncts; extrication devices in all Fijian Ambulances along with a co-ordinated response and call taking/dispatching. Although this seems like a basic goal we don’t under-estimate the effort required to achieve this,” Trent said.





Doctor Nicki Murdock has won the 2017 Telstra Queensland Business Women's Public Sector and Academia Award. Nicki helped to establish the not-for-profit organization, Health Leaders Australia to help provide IT solutions to assist in the accreditation of safe, high quality health services and education. In her role as Executive Director, Medical Services, Nicki has a special interest in leadership, doctors' wellbeing and service redesign. We wish her luck in the National Telstra Business Women's Awards, which will be announced at a ceremony in Melbourne on 21 November.



Congratulations to Cameron Stewart, Libby Sterling, Karen Duncan and the Digital Hospital team who have been helping colleagues at Lady Cilento Hospital LCCH with their planning for the ieMR roll-out next March. The team has been helping LCCH get up to speed with functionality, and sharing insights regarding

training approach and delivery. The Lady Cilento team has provided positive feedback through many channels on how supportive Cam and Libby have been, including their willingness to share our lessons learned and resources. Well done Cam and Libby for reflecting our shared values: #integrity #respect.



Sarote Shankar, Trevor Peacock and Adam Mitchell were nominated for the Strategic Operational Services Unit Annual Excellence Awards 2017 and were recognised at a statewide level for their outstanding contributions to cleaning and portage/patient assistance services at the CHHS.



Karen Greene (2nd from L) is presented with an Essential Fitness gift voucher by Tanya Barker (3rd from R) with Bevan Bingarape and Aneta Thomsen.

Mareeba Hospital Staff Step Up

Mareeba Hospital has yet again risen to the 10,000 steps challenge. Staff have been taking on the challenge 3-4 times a year with most departments participating.

53 staff took part in the most recent fortnight-long challenge.

The winner was pharmacy assistant, Karen Greene with a whopping 360,917, followed by health worker Bevan Bingarape, with 294,385 steps.

In addition to focusing on our wellbeing, the challengers raised \$132.50 for the Cerebral Palsy Alliance.



Recipe of the Month

LAMB AND FETA MEATBALL FLATBREADS

INGREDIENTS

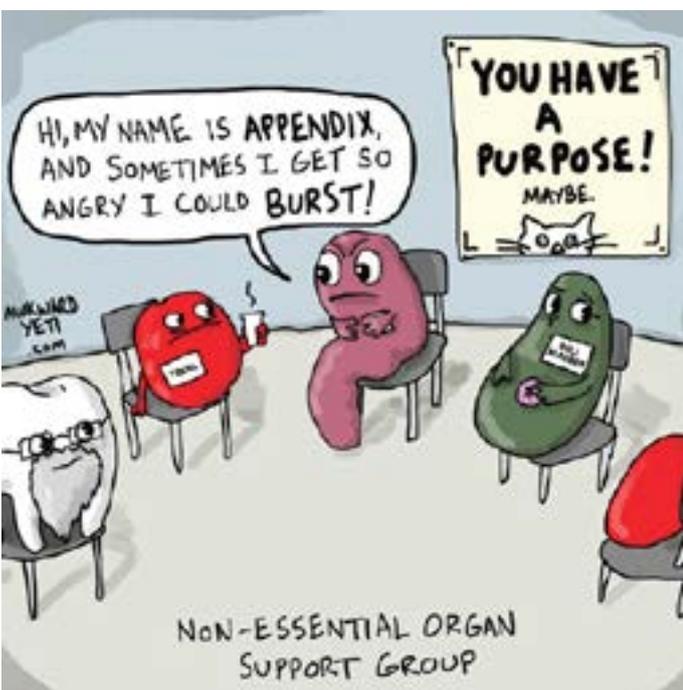
- 600g lamb and mint sausages,
- cases removed
- 200g feta, crumbled
- 1 tablespoon extra virgin olive oil
- 8 medium flatbreads
- 1 cup (280g) natural Greek-style yogurt
- 1 Lebanese cucumber, sliced into ribbons
- 1 red onion, thinly sliced
- 1 cup flat-leaf parsley leaves
- cracked black pepper, for sprinkling

METHOD

1. Place the sausage meat and half the feta in a large bowl and mix to combine.
2. Roll tablespoonfuls of the mixture into balls.
3. Heat the oil in a large, non-stick frying pan over medium heat. Cook the meatballs for 12–14 minutes or until browned and cooked through.
4. Top the flatbreads with the yogurt, meatballs, cucumber, onion, parsley and remaining feta. Sprinkle with pepper to serve. Serves 4.

TIPS:

- + The meatballs can be made in advance and frozen raw. Thaw completely before cooking.
- + You can swap the mince in these recipes for any of your favourite sausages. Just remove the meat from the casings before using.





Deck the Wards

Yes, it's that time of the year where you can practically feel that arctic chill in the air!
Ok, it's hot and rainy, which are two tell-tale signs that the festive season is rapidly approaching.

So, it's time to launch the **2017 Cairns and Hinterland Hospital and Health Service Christmas Decorating Competition.**

This year, the judging will be conducted over several days between 7-14 December so that our judges can get out and about visiting Cairns and regional facilities.

THE CATEGORIES ARE

Most Traditional

Christmas colours

Best Rural Facility/Unit

Includes every facility outside of Cairns. Show us your best rural Santa

Most Creative

recycled decorations, health related

Best Tropical Theme

We live in the tropics! Show us your best tropical Santa

Best Patient Participation

Patients input in design, decorations, and dressing up on judging day

Best Dressed Team

get everyone involved

There will be a special prize for the overall winner thanks to the FNQ Hospital Foundation.

More details on prizes to be announced shortly.

Entry Applications must be received no later than by 5:00pm on Wednesday, 29 November 2017

Visit CHHS QHEPS to submit your application





Cairns Hospital

I am a professor of Paediatrics at Georgetown University in the USA.

My wife and I wanted to express our gratitude for the exemplary care provided to us by Mr. Brandon Buldo.

We came to Australia for a month of birding and a week into the trip my wife's old hamstring injury flared up. By the morning of October 19 she could not walk and we came close to canceling the remainder of the trip. We came to Cairns emergency as last resort. The physician referred us to Mr. Buldo, a physical therapist, who after a detailed history and physical examination taped the thigh, adjusted a crutch and provided detailed instructions. All of this with compassion, patience and grace. My wife was able to walk right away, and eventually was able to complete our trip!

In my many years as an Intensive Care physician, I have worked with many physical therapists. Mr. Buldo ranks among the best, and we hope that you realize the gem that you have in your institution and that he recognition he deserves.

Atherton Hospital

"To all the dedicated staff at Atherton Accident and Emergency Department.

It gives me great pleasure to say "Thank you" to everyone who attended to my Husband whilst a patient in



Atherton. How blessed we are to have you all in our lives.

Your care for him was above reproach, and he always sang your praises. He always said that the Atherton Hospital and staff were by far the best. My thanks to the Doctors, all nursing staff, wards men, the ladies who delivered the meals, the x-ray staff, everyone- the list goes on. The compassionate care by Dr Mc , Rebecca and Jana on the morning that he passed away touched my heart deeply. I will be forever grateful that he was there with you at Atherton Hospital. I will never forget you. Just like my Husband, I will forever sing your praises. Many blessings and much love to you all."

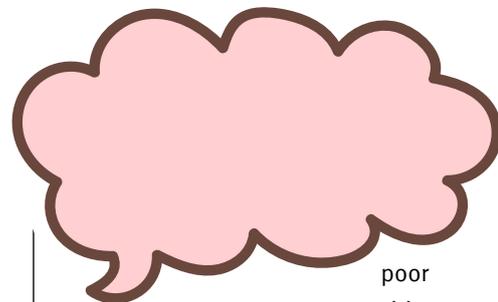
Cairns Hospital Dietitian Department

It is without a doubt that I feel compelled to write this letter of sincere appreciation of one of the finest Hospital staff members, attached to the Cairns Hospital, Dietitian Department - Leanne.

In all my years of attending outpatients clinics, (sadly this adds up to quite a lot of mileage) I have met and have been cared for, by many wonderful people.

However, earlier this year when I commenced what I thought would be emotionally difficult, problematic sessions with Leanne the dietitian. I was almost stiff with fear as to how painful it was going to be. After a lifetime of struggling with the consequences of having to cope with Post World War 2 food shortages and being brought up during the post war years in England 1940's & 50's.

I had almost given up hope on ever making life changing progress, being trapped in difficult food related behaviors. Trapping me in a world of



poor nutrition, weight problems, endless diet shakes and social difficulties coupled with sad inferiority complexes regarding my weight.

When all else had failed me. I was apprehensive to say the least about ever achieving even a moderate change regarding my relationship with and around food. I cannot describe how wrong I was. Leanne's refreshing, unique for want of a better word, clever! Approach was gentle, sensitive and completely on track. A massive undertaking to even approach building rapport with a client like me with so much luggage, regarding this extremely complex, personal delicate issue.

Leanne has enabled me to overcome an enormous challenge which has been a great achievement for both of us! Her professionalism never wavered even under severe pressure from a client who had to deal with, and who was suffering from lack of faith and long term humiliation. What with my extrovert personality, track record of never quite over coming my unhealthy early childhood association with FOOD and of course buckets of tears.

I want the hospital to know, I will always be grateful to Leanne an incredible highly skilled individual, who has made a massive difference in my life."





Our very own Dr Michael Tervit joined the famous Dr Karl Kruszelnicki for the annual Worklink stress less lunch panel discussion. The purpose of the lunch was a way of raising awareness, reducing stigma and educating the wider community that people with a mental illness can be active contributors to the workforce.

From Left; Andrew Herborn (Tully Med Super), Raelynn King (ED Nurse) Suzette Harney (DONM/Facility Manager)



Jane Griffin and Jessica Bishop cheering on at the Melbourne Cup lunch in GHD Building, Cairns.

Tina Chinery farewells Kate Jones

fun facts



Every square inch of human skin consists of **twenty-five** feet of blood vessels.



The brain only takes up about **2%** of our total body weight, but uses **20%** of our body's energy.

On average, women say 7,000 words per day.



Men speak just over 2,000.